DOCUMENT RESUME

ED 267 201 CE 043 720

TITLE VOE Clerical: Scope and Sequence.
INSTITUTION Nashville - Davidson County Metropolitan Public Schools, Tenn.
SPONS AGENCY Tennessee State Dept. of Education, Nashville.
PUB DATE [84]
NOTE 21p.; For related documents, see CE 043 708-742.
PUB TYPE Guides - Classroom Use - Guides (For Teachers) (052)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Accounting; *Articulation (Education); Behavioral Objectives; *Business Education; *Clerical Occupations; Communication Skills; Competency Based Education; *Course Content; Data Processing; Evaluation Criteria; Human Relations; Information Utilization; Job Search Methods; Office Machines; Office Management; *Office Occupations Education; Office Practice; Recordkeeping; Resource Materials; Secondary Education; Simulation; Student Evaluation; Telephone Usage Instruction; Typewriting
IDENTIFIERS Business Law

ABSTRACT

This guide, which was written as an initial step in the development of a systemwide articulated curriculum sequence for all vocational programs within the Metropolitan Nashville Public School System, outlines the suggested scope and sequence of a 2-year program in clerical skills. The guide consists of a course description; general course objectives; course content outlines for each of the two years of the clerical program; and lists of recommended textbooks, curriculum guides, and audiovisual materials. Included in the course content outline for the first-year course are specific objectives and lesson topics addressing the following skills: exploring career opportunities and developing human relations skills, typewriting, office machines, data processing, recordkeeping, filing, securing data, telephoning, mailing and shipping, communicating and editing, developing job-seeking skills, and completing typewriting project. The outline for the second-year course covers the following skill areas: typewriting, using resource materials, managing records, understanding principles of business law, communicating orally and in writing, telephoning, payroll accounting, preparing to find employment, and completing a simulation activity. (MN)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

TN8413008

ED267201

VOE CLERICAL

SCOPE AND SEQUENCE

VOCATIONAL EDUCATION

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

✓ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CE043720

Metropolitan Public Schools

Nashville Davidson County, Tennessee

Charles O. Frazier, Director

FOREWORD

This scope and sequence guide, developed for the VOE Clerical Vocational Education program, represents an initial step in the development of a systemwide articulated curriculum sequence for all vocational programs within the Metropolitan Nashville Public School System. It is a direct result of needs expressed by teachers, parents, and the business community for sequential structure within the vocational education curriculum. An articulated vocational curriculum allows a student to move from one level of instruction to the next without repeating learning tasks already mastered, and without experiencing gaps in the presentation of relevant instructional material.

A goal of this curriculum effort is to provide teachers a usable guide based on input from the teachers. The initial step was an identification of course content, with all teachers having an opportunity to contribute. What follows is a publication using the teachers' contributions: a sequential listing of objectives and skills for each program offering.

This guide does not include all specific resource materials that may be used to assist students in acquiring minimum competencies. It is to serve as a guide for the sequence of course content and scope of what is to be taught. This guide content is extremely important and its use is encouraged. The suggested competencies and resource materials allow instructors an opportunity to be creative and resourceful in meeting the needs of individual programs and students.

ACKNOWLEDGEMENT

Recognition and appreciation are extended to the following who worked so diligently in the development of these materials:

The Committee:

Instructors	Schools
Barbara Allen	Hillsboro
Herman (Dick) Bess	Hillwood
Rosa Coleman	Pearl/Cohn
Mary Crosby	Antioch
Helen Derthick	Glencliff
Nancy Medaugh	Glencliff
Nell Spencer	Overton
Ruth Ann Storey	Whites Creek
Millie Washington	Maplewood
Joanne Wingett	Stratford

Committee Coordinators: Preliminary Committee-Rosa Coleman-Pearl/Cohn
Revision Committee-Jennie Simpson-East

Program Area: Kenneth B. Anderson, Coordinator

Editorial Consultant/Design/Layout

Judy Beier - Commerical Art Instructor - Maplewood
Mary Jo Grady - Commercial Art Instructor - Pearl/Cohn
Joy Binkley - Editing
Dr. Jim Lorenz - Third Party Evaluator
Exemplary Project Staff
Vocational Program Coordinators

Printing/Binding/Typesetting/Technical Assistance

Sam White - Printing Instructor - Overton
Jesse Ray - Printing Instructor - Whites Creek
Cleve Yokely - Printing Instructor - Stratford
Kenneth Ford - Manager - Metropolitan Public School Binding
Robert Tucker - Director - Metropolitan Public School Printing Department
Jean Porter - Publications Specialist - Department of Communication and Community Relations
Debbie Fulghum - Typesetter - Department of Communication and Community Relations

INTRODUCTION

This guide has been prepared by VOE instructors under the direction of the Vocational Education Exemplary Project Staff.

Because of the content of the course, and the limitations and variety of equipment, it will be necessary for students to rotate to certain assignments. The material in this guide is presented in periods of time easily adaptable for semester scheduling. However, units of work may be adjusted to accommodate the instructional plans of the teacher.

COURSE DESCRIPTION

VOE Clerical is a one- or two-hour block program offered to students in grades 10, 11, and 12. The curriculum is designed primarily to prepare students for general office positions in business and industry. Upon completion of this program, the student should be knowledgeable in all areas of the clerical-office machines cluster. Students will spend approximately one half of their time realistically applying their skills and knowledge on work projects practice sets, model office simulation, etc.

GENERAL COURSE OBJECTIVES

1. To develop a strong sense of responsibility and dependability
2. To build in our pupils a sense of pride in producing quality work
3. To stress good work habits
4. To emphasize the importance of regular attendance and punctuality
5. To provide opportunities and experiences for the development of clerical and related communications skills
6. To provide frequent opportunities for receiving and following instructions
7. To acquaint the students with school and community resources available to help them with personal and vocational goals
8. To develop in pupils:
   a. Desirable character and personality traits required for business success
   b. A respect for the dignity of work
   c. A basic understanding of the appreciation for our economic system
   d. Ethical business standards
9. To encourage students to keep abreast of new trends and developments in business procedures and equipment
10. To develop clerical skills to the highest level of the pupil's individual ability
11. To provide an opportunity for students to acquire the skills and knowledge necessary for entry level positions

COURSE CONTENT FOR VOE CLERICAL I

(First and Second Semesters)

I. Introduction and organization (2 weeks)

Specific objectives:

To become familiar with the organization of the class
To learn how TOEC/OEA complements the VOE instructional program
To become acquainted with the availability and proper use of supplies and equipment
To become acquainted with basic and supplementary materials to be used
To explore careers in the clerical cluster
To understand the evaluation criteria for successful performances of tasks
To understand the importance of human relations in the office setting
To become familiar with the social competence required of people working and relating together in business settings
To learn the importance of self-evaluation

A. Classroom orientation

1. Understands class structure
2. Becomes oriented to Tennessee Office Education Clubs/Office Education Association organizations
3. Develops basic knowledge about materials, supplies and equipment within program

B. Career exploration

1. Examines career choices
2. Explores local options

C. Human relations

1. Learns acceptable dress and grooming for the office
2. Completes self-appraisal
3. Understands desirable business behavior

II. Typewriting review (6 weeks)

Specific objectives:

To review the keyboard and build speed and accuracy on straight-copy material
To increase speed and accuracy in the completion of job-related tasks
To learn to set priorities and improve decision-making skills

A. Straight-copy typing

B. Letter styles

C. Rough-draft and script copy

D. Manuscript typing

E. Tabulation problems

F. Special business forms

III. Office machines (4 weeks)

Specific objectives:

To learn to reproduce material in acceptable form
To learn to operate available calculating machines using the touch system
To become familiar with the types of reprographic equipment available
To learn to operate transcribing equipment
To learn to operate text-editing equipment

A. Reprographics

1. Learns to operate each piece of available duplicating equipment

2. Prepares materials to be reproduced on all available equipment

3. Reproduces prepared materials

B. Calculating machines

1. Learns to operate adding and calculating machines

2. Completes problems using the four mathematical processes

C. Transcribing machines

1. Learns mechanical operation of machines

C. Transcribing machines continued:

2. Transcribes business correspondence correlating the skills of listening, language arts and typewriting to produce acceptable communications

D. Text-editing equipment

1. Learns to operate word processor

2. Learns to operate memory typewriter

IV. **Data processing (1 week)**

Specific objectives:

To develop a working knowledge of data processing vocabulary
To learn how data processing contributes to business operations
To become familiar with several data processing procedures and available data processing equipment

A. History of data processing

1. Learns definition of data processing

2. Becomes oriented to data processing history and progress

B. Data processing activities

1. Processes data manually

2. Manually punches a unit record card (if equipment is available)

3. Completes a simple flow chart

V. **Recordkeeping (6 weeks)**

Specific objectives:

To review basic mathematical computational skills
To become familiar with the vocabulary and a variety of forms used in keeping business records

A. Selected business-oriented problems

1. Computes percentages

A. Selected business-oriented problems continued:

2. Computes discounts and chain discounts

3. Computes fractions

B. Banking

1. Writes checks properly

2. Completes deposit forms properly

3. Reconciles bank statement

C. Wages

1. Computes gross pay

2. Computes net pay

VI. Filing (4 weeks)

Specific objectives:

To learn the importance of storing and retrieving material
To become familiar with filing vocabulary
To learn the filing procedures for individual and business names

A. Indexing rules

1. Indexes personal names

2. Indexes business names

B. Alphabetizing rules

VII. Securing data (1 week)

Specific objectives:

To become familiar with a variety of reference sources
To learn to locate quickly material in reference sources
To become knowledgeable in determining when to use various reference sources

A. General reference sources

1. Examines for organization and content

A. General reference sources continued:

2. Locates specific information

3. Verifies information found in different reference sources

B. Specialized reference sources

1. Examines sources for organization and content

2. Locates specific information

VIII. Telephoning (1 week)

Specific objectives:

To learn the fundamentals of effective telephone communication in the business office
To become aware of how telephone equipment and services are used in a variety of business situations
To develop consistent and efficient techniques for using the telephone in an office
To learn office procedures and techniques which relate to the use of the telephone in a business setting

A. Telephone manners

B. Telephone call procedures

C. Inter-office calls

D. Outgoing and incoming calls

E. Practical applications in placing and receiving calls

IX. Mailing and shipping (2 weeks)

To become acquainted with reference sources for postal services governing classes of mail
To become acquainted with alternate shipping services

A. Reference sources governing classes of mail

B. Incoming mail procedures handling

C. Outgoing mail procedures handling

D. Alternate shipping services

X. Communications and editing (2 weeks)

Specific objectives:

To review the basic principles of grammar and punctuation
To learn how to write effective business communications of all kinds
To proofread accurately

A. Principles of grammar

B. Business communications

C. Proofreading procedure

XI. Employment (1 week)

Specific objectives:

To learn the options available in seeking employment
To learn correct procedures in completing job application forms
To learn acceptable conduct for job interviews
To become acquainted with types of material covered in many employment tests

A. Job leads

1. Examines want ads from local newspaper
2. Lists employment agencies (private and public)
3. Investigates school placement services

B. Application forms

1. Examines application forms from various sources
2. Completes a variety of application forms

C. Letter of application and resume

1. Examines or compares different letters of application and resumes
2. Writes an acceptable letter of application and resume

D. Employment tests

1. Completes sample employment test

D. Employment tests

2. Evaluates performance on test

E. Interviews

1. Learns proper behavior for an interview

2. Participates in an actual job interview

XII. **Typewriting project (6 weeks)**

Specific objectives:

To correlate previously learned skills to realistic situations
To have an opportunity to make decisions and set priorities and to carry tasks through to completion

A. Typewriting practice set

B. Evaluation

COURSE CONTENT FOR VOE CLERICAL II

(First and Second Semesters)

I. **Organization (1 week)**

Specific objectives:

To become familiar with class purpose, content and procedures
To determine the present degree of clerical proficiency

A. Diagnostic tests

1. Evaluates grammar tests
2. Evaluates business vocabulary tests
3. Evaluates mathematics tests
4. Evaluates general office skills tests

B. Production skills

1. Evaluates typewriting tests
2. Evaluates adding machine/calculating machine tests

II. **Typewriting review (5 weeks)**

Specific objectives:

To improve the ability to type various letter styles, manuscript reports, business forms and tabulation problems
To increase speed and accuracy in all typewritten work
To improve ability to duplicate material properly

A. Letter styles

B. Manuscript typewriting

C. Business forms

D. Tabulation

E. Timed writings

II. **Typewriting review continued:**

F. Reprographic equipment

III. **Resource materials (1 week)**

Specific objectives:

To further develop skill in using a variety of basic and specialized reference sources
To increase ability to locate material in basic and specialized reference sources quickly
To use more than one reference book when looking for information, if necessary, and to be aware of currency of material
To become knowledgeable in determining when to use various reference resources

A. General reference sources

1. Examines available reference sources for organization and content
2. Analyzes specific information in reference sources
3. Compares information from different sources

B. Specialized reference sources

1. Examines available reference sources for organization and content
2. Analyzes specific information in reference sources

IV. **Records management (4 weeks)**

Specific objectives:

To become skilled in the fundamentals of records control through files management, information retrieval and records protection
To increase the knowledge of records management vocabulary and equipment

A. Types of filing systems

B. Equipment

V. **Business law (1 week)**

Specific objectives:

To develop an appreciation for the American legal system
To become acquainted with laws that affect daily lives

A. Nature and kinds of law

1. Reads assigned material

2. Completes problems and answers questions

B. Contracts

1. Defines contracts

2. Examines several types of contracts

VI. **Oral and written communications (6 weeks)**

Specific objectives:

To improve skill in written communications
To refine skill in operating transcribing equipment
To become familiar with word processing vocabulary
To develop skill in operating available word processing equipment

A. Business correspondence

1. Composes correspondence

2. Typewrites correspondence

3. Proofreads correspondence

B. Machine transcription

1. Reviews operation of machine

2. Transcribes in acceptable form all assignments

C. Word processing

1. Learns vocabulary

2. Becomes familiar with formating, editing form letters, report cards and tables

VII. **Telephone (1 week)**

Specific objectives:

To reinforce skill in placing and receiving calls and in taking accurate messages
To become familiar with various types of telephone equipment

A. Simulated office calls

B. Telephone messages

1. Takes messages accurately

2. Relays messages to proper personnel

VIII. **Clerical and payroll accounting (4 weeks)**

Specific objectives:

To acquire the knowledge and skill to effectively perform the accounting duties and responsibilities of a clerical office worker
To expand the knowledge and understanding of methods of data processing and how it increases efficiency in maintaining business records
To review and improve the ability to operate available equipment
To become acquainted with common types of business forms
To realize the need for accurate and neat records
To acquire a background of understanding of common business accounting activities

A. Machine review

B. Sales records

C. Cash records

D. Retail store records

E. Payroll records

IX. **Employment preparation (1 week)**

Specific objectives:

To expand the knowledge of options available in seeking employment
To reinforce the ability to complete different types of job application forms and write resumes
To have an opportunity to take sample employment tests
To be advised of the acceptable conduct for job interviews

IX. **Employment preparation continued:**

A. Job application forms

1. Examines application forms from various sources

2. Completes a variety of application forms

B. Sample employment tests

1. Completes sample employment tests

2. Evaluates performance on tests

C. Letters of application and resumes

1. Examines a variety of letters of application and resumes

2. Writes acceptable letters of application and a resume

D. Interview role playing

1. Learns proper behavior and dress for interview

2. Participates in an actual job interview or role play an interview

X. **Simulation (12 weeks)**

Specific objectives:

To have realistic experiences in completing the types of activities typically performed by clerical office workers
To understand the importance of human relations in the office setting

A. Office simulation orientation and organization

B. Office simulation participation

C. Office simulation evaluation

RESOURCE MATERIALS

Textbooks

Lessenberry, Crawford, Erikson, Beaumont and Robinson. Century 21 Typewriting. South-Western Publishing Company, 1978.

Meehan, Paseward, Oliverio. Clerical Office Procedures. South-Western Publishing Company, 1978.

Oliverio and Pasewark. Secretarial Office Procedures. South-Western Publishing Company, 1982.

Steward, Lanham, Zimmer, Clark, Stead. Business English and Communication. Gregg Division/McGraw-Hill Book Company, 1978.

Curriculum Guides

Secretarial Cluster Course of Study. Department of Business and Office Education, Metropolitan Nashville Public Schools, 1971-72.

Clerical Cluster Course of Study. Department of Business and Office Education, Metropolitan Nashville Public Schools, 1971-72.

Education for Office Careers, An Articulated Curriculum Guide. Tennessee Department of Education, Division of Vocational-Technical Education, 1971-72.

Vocational-Technical Education Consortium of States (V-TECS), Division of Vocational Technical Education, College of Education, Virginia Polytechnic Institute and State University, Blacksburg, Virginia, 1975.

Audio Visual

Dictation tapes to accompany typing textbook

Films and filmstrips (available from Metro Instructional Materials Center; order through local school library)

Bulletin Board Materials for specific subject areas available from J. Weston Walch, Portland, Maine 04104

Audio Visual continued:

Bulletin Board Material available from Business Stimulus, 1013 Jefferson Street, Sauk City, Wisconsin 53583

Consult catalog of any company that publishes materials used by instructors

Consult local school library for audio visual material available

Tapes for teaching transcription